



CCTV Policy

New Policy – recommendation from the P^&R Committee

- ☐ Compliance with UK GDPR and Data Protection Act 2018
- ☐ Alignment with Protection of Freedoms Act 2012 – Surveillance Camera Code

Date of adoption	Full Council 15 th July 2026, Minute number 26/07()
Reviewed	Policy & Resources Committee 17 th June 2026 – Recommendation to Full Council
Next Review Date	Annually

CCTV Policy

1. Introduction

Newton Abbot Town Council operates a Closed-Circuit Television (CCTV) surveillance system in order to support the safety and security of residents, visitors, staff and Council property.

This policy sets out the purpose, governance, operation and management of the Council's CCTV system and establishes the procedures that must be followed to ensure compliance with relevant legislation and recognised good practice.

The policy applies to all CCTV systems owned or operated by Newton Abbot Town Council and to all individuals authorised to access or use CCTV equipment or images.

The Council recognises that the use of CCTV has implications for the privacy of individuals. The system will therefore be operated in a manner that is lawful, proportionate, transparent and respectful of individual privacy.

2. Legal Framework

The Council operates its CCTV system in accordance with the following legislation and guidance:

- [UK General Data Protection Regulation \(UK GDPR\)](#)
- [Data Protection Act 2018](#)
- [Protection of Freedoms Act 2012 – Surveillance Camera Code of Practice](#)
- [Human Rights Act 1998](#)
- [Freedom of Information Act 2000](#)
- [Guidance issued by the Information Commissioner's Office \(ICO\)](#)

Newton Abbot Town Council is the Data Controller for the CCTV system and is registered with the Information Commissioner's Office.

ICO Registration Number: ZC113356

3. Purpose of the CCTV System

The Council uses CCTV to support the following legitimate purposes:

- Prevention and detection of crime and anti-social behaviour
- Protection of Council buildings, property and assets
- Promoting the safety and security of residents, visitors, staff and volunteers
- Assisting the Police and other law enforcement agencies in the investigation of crime
- Providing reassurance to the public through visible security measures
- Supporting the management of public spaces owned or operated by the Council

CCTV will not be used for purposes unrelated to these objectives.

4. Locations Covered by the CCTV System

The Council has CCTV cameras in the following locations:

- Newton's Place and Museum (operated by Newton Abbot Town Council)
- Town Quay (operated by Newton Abbot Town Council)
- Golden Lion Square (operated by Newton Abbot Security Trust)
- Victoria Gardens (operated by Newton Abbot Security Trust)

Newton Abbot Town Council is responsible for CCTV systems at Newton's Place and the Town Quay only. CCTV systems at Golden Lion Square and Victoria Gardens are operated separately by Newton Abbot Security Trust.

Other Council-owned facilities and surrounding areas where necessary.

Cameras are positioned to monitor areas relevant to the purposes stated in this policy.

Every effort is made to ensure cameras:

- focus on public areas or Council property
- minimise intrusion into private premises
- do not monitor areas where individuals would reasonably expect privacy

5. Lawful Basis for Processing

The Council processes CCTV images under the following lawful basis:

- [Article 6\(1\)\(e\) UK GDPR – Public Task](#)

Processing is necessary for the performance of a task carried out in the public interest and in the exercise of official authority vested in the Council.

Where CCTV images contain personal data, processing will be carried out in accordance with data protection legislation.

6. Partnership with Newton Abbot Security Trust (NAST)

Newton Abbot Town Council works in partnership with Newton Abbot Security Trust (NAST) to support community safety within the town.

This partnership does not create a shared or joint data controller arrangement for all CCTV systems.

Data Controller Responsibilities

- Newton Abbot Town Council is the Data Controller for CCTV systems located at Newton's Place and Town Quay.
- Newton Abbot Security Trust is the Data Controller for CCTV systems it owns and operates, including Golden Lion Square and Victoria Gardens.

Each organisation is independently responsible for:

- compliance with UK GDPR and Data Protection Act 2018
- determining the purposes and means of processing CCTV data
- responding to subject access requests relating to their systems

Operational Co-operation

Where appropriate, there may be co-operation between the Council and NAST, including:

- sharing of information for the prevention and detection of crime
- co-ordinated monitoring arrangements where agreed

Any sharing of CCTV images between the Council and NAST will be:

- carried out in accordance with data protection legislation
- limited to what is necessary and proportionate
- recorded appropriately

Access and Licensing

Where live monitoring is undertaken by third-party security personnel (including those engaged by NAST), those individuals must hold a valid SIA Public Space Surveillance (CCTV) licence.

Council employees accessing CCTV for administrative, evidential or community safety purposes are not required to hold an SIA licence but must be appropriately trained and authorised.

7. CCTV Signage and Transparency

Clear signage will be displayed in areas where CCTV cameras are operating (see appendix 1). Signage will inform individuals that:

- CCTV recording is taking place
- the system is operated by Newton Abbot Town Council
- images are being recorded for safety and crime prevention purposes
- contact details are available for further information.

This ensures that members of the public are aware they may be recorded.

8. Operation of the CCTV System

The CCTV system operates 24 hours per day, although live monitoring may occur only where operationally required. The system may be monitored by authorised Council staff, Staff of Sound & Visual and, where agreed, by Newton Abbot Security Trust. Only authorised personnel may access CCTV images.

The system is operated in a manner that:

- respects individual privacy

- ensures images are used only for legitimate purposes
- prevents unauthorised access or misuse.

CCTV cameras will not be used for general surveillance of individuals or for monitoring staff except where necessary for security purposes.

9. Image Quality and System Maintenance

The Council will ensure that:

- CCTV equipment is properly maintained
- cameras produce images of suitable quality
- date and time settings are accurate
- systems are periodically tested to ensure functionality.

Where cameras are used for identification purposes, image quality will be sufficient to support this function.

10. Covert Surveillance

The Council does not undertake covert surveillance using hidden cameras. If covert surveillance were ever considered necessary, it would only take place in accordance with the Regulation of [Investigatory Powers Act 2000 \(RIPA\)](#) and following the appropriate legal authorisation.

11. Storage and Security of CCTV Images

All recorded images are stored securely to prevent unauthorised access.

Access to CCTV recordings is restricted to authorised personnel.

Appropriate technical and organisational measures are in place to ensure:

- secure storage of recordings
- protection against loss or tampering
- controlled access to recorded footage.

12. Retention of CCTV Images

CCTV recordings will normally be retained for 30 days. After this period images will be automatically overwritten or deleted unless they are required for:

- investigation of an incident
- evidential purposes
- law enforcement requests
- legal proceedings.

Where images are retained beyond the standard retention period, access will be restricted and the images will be securely stored.

13. Access to CCTV Footage

Subject Access Requests

Individuals may request access to images of themselves captured by CCTV.

Requests should be submitted to the Town Clerk and must include sufficient information to enable the footage to be located.

Proof of identity will be required before any footage is disclosed.

Where disclosure would involve the personal data of other individuals, the Council will consider whether the footage can be redacted or whether disclosure would be lawful.

14. Disclosure to Third Parties

CCTV footage may be disclosed where permitted by law, including:

- Police investigations
- prevention or detection of crime
- legal proceedings
- other lawful requests.

Requests for disclosure must be submitted to the Town Clerk.

All disclosures will be recorded in a disclosure log including:

- date of request
- requesting organisation
- reason for request
- lawful basis for disclosure
- authorising officer

Images may occasionally be released to the media for the purpose of identifying suspects, but only in consultation with the Police and where lawful and proportionate.

15. Staff Training and Authorisation

All personnel authorised to operate or access CCTV equipment must receive appropriate training. Training will cover:

- data protection obligations
- operational procedures
- privacy considerations
- appropriate use of CCTV systems.

Where required, CCTV operators will hold appropriate Security Industry Authority (SIA) licences.

16. Responsibilities

Newton Abbot Town Council is responsible for:

- governance and oversight of the CCTV system at Newton's Place and Town Quay only
- approving installations and camera locations
- managing access to CCTV images
- authorising disclosure of CCTV footage
- maintaining the disclosure log
- overseeing compliance with this policy
- ensuring clear separation of responsibilities between the Council and partner organisations, including Newton Abbot Security Trust

17. Complaints

Any complaints about the use of the CCTV system should be submitted to the Town Clerk.

Complaints will be investigated in accordance with the Council's complaints procedure.

Individuals also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

18. Review of the CCTV System

The Council will review the operation of the CCTV system annually to ensure it remains:

- necessary
- proportionate
- effective in achieving its stated purposes

The review will consider:

- camera locations
- operational procedures
- privacy impacts
- whether alternative measures could achieve the same objectives.

A [Data Protection Impact Assessment](#) will be undertaken annually.

19. Policy Review

This policy will be reviewed every three years or sooner if required due to legislative or operational changes.

APPENDIX 1 – signage

